
EVALUATOR MANUAL TRANSMITTAL SHEET

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8-7010 Required clarification.
8-7080 Revision made.
8-7150 Numbering errors corrected.

Filing Instructions:

☒ REMOVE–Pages 1 – 2, Pages 7-8, and Pages 15-16

☒ INSERT - Pages 1 – 2, Pages 7-8, and Pages 15-16

Approved:

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8-7000 GENERAL STATEMENT**8-7000**

In 1998, group homes came under intense scrutiny by the media, the general public and the Legislature. Senate Bill 933 (Chapter 311, Statutes of 1998) was enacted to bring about changes in the licensing, monitoring and funding of group homes, to expand California Department of Social Services' oversight functions. In keeping with the intent of SB 933, California Department of Social Services is requiring comprehensive visits for all group homes, effective January 1, 1999.

The purpose of this section is to a) provide licensing program analysts guidance in conducting the comprehensive group home evaluation visit; and, b) ensure licensing program analyst's know the Department's expectations of how a group home comprehensive visit must be conducted. Comprehensive, rather than focused, visits are required to begin January 1, 1999. Due to the depth of the review, the licensing program analyst may require one (1) full day, or more, at the facility.

The comprehensive visit can be broken into three (3) components: Planning the Visit, Conducting the Visit, Post Visit.

8-7010 PLANNING THE VISIT**8-7010**

There is a lot of work involved in the "Planning the Visit" stage. An effective compliance visit cannot be made without a thorough knowledge of the program, staffing levels and operating history. Do not make a visit unless you have gone through the following steps:

Before conducting a comprehensive evaluation visit, the licensing program analyst must thoroughly review the facility file to become familiar with the history of the facility, the characteristics and needs of the client population, and the program statement. The licensing program analyst should have knowledge of all facilities under the same licensee. This will require communication with other licensing program analyst's regarding the licensee's other facilities. This information provides the framework for the evaluation visit. Sections 8-7020 through 8-7060 outline the specific steps to take in planning the visit.

8-7020 COORDINATION WITH OTHER DISTRICT OFFICES**8-7020**

When planning the visit, the licensing program analyst should contact other licensing program analyst's, with facilities under the same licensee. The licensing program analyst, licensing program supervisor and district office manager may determine, in consultation with other district offices, that visits to all group homes under one (1) licensee be conducted simultaneously. The manager shall determine when it is necessary to conduct simultaneous or synchronized visits with another district office.

8-7030 FACILITY FILE REVIEW**8-7030**

Review the facility file and document the review on a Detail Supportive (LIC 812). If the licensing program analyst is new to the facility, the entire file must be reviewed. At the licensing program supervisors' discretion, new licensing program analysts must review the entire file with the licensing program supervisor or an experienced licensing program analyst. Assure that the file contains complete and current documents. The following are to be reviewed:

1. Note any time-limited or child-specific documents, such as waivers and exceptions. At the time of the evaluation visit, check that the facility is operating according to the waivers or exceptions, e.g. check that any child-specific exception is not used for other children, ensure that conditions still exist to warrant a facility-specific waiver. Waivers and exceptions may be renewed, if appropriate.

Note any incomplete or missing documents. Document this review on the Annual License Visit Checklist Group Homes (LIC 9119) or Notification of Incomplete Application (LIC 184). The LIC 9119 is intended for office use only, and is not provided to the facility. When the licensing program analyst uses the LIC 9119 for this part of the review, the licensing program analyst shall inform the licensee of what is needed, and may document using the Licensing Report (LIC 809). The LIC 184 is intended for incomplete applications; however, it may also be used to identify and request incomplete or missing documents. The licensing program analyst may mail the LIC 184 to the licensee before the evaluation visit or give it to the licensee at the beginning of the visit.

1. Become familiar with the Group Home Program Statement (LIC 9106). In particular, note the types of children served and the types and frequency of services provided by the group home. The licensing program analyst will check that these services are provided, by interviewing clients, staff, and may contact treatment staff.
2. Become familiar with the group home's client cash resource systems, including client allowances, and fines.

8-7030 FACILITY FILE REVIEW (Continued)**8-7030**

3. Review all complaints and licensing reports. Note any trends, types of complaints or deficiencies. During the visit, the licensing program analyst will check that prior deficiencies remain corrected.
4. Review the incident reports. The licensing program analyst should be reviewing incident reports on a flow basis; however, the licensing program analyst cannot be expected to remember all incidents that occur in a facility. The licensing program analyst may decide, on a case by case basis, whether to review all or a limited number of reports. The licensing program analyst must look for any patterns, such as the involvement of a particular staff or child or a trend in the types of incidents, such as AWOLs or restraints. The licensing program analyst must include exploration of any trends, at the time of client and staff interviews during the visit.
5. Review the Personnel Report (LIC 500). Note the names and job descriptions of staff. The licensing program analyst must compare these names to the staffing information on the Licensing Information System (LIS), or the LIS 555. In addition, at the facility visit the licensing program analyst will be interviewing some of these individuals and checking for criminal record and child abuse index clearances on staff subject to these requirements. The licensing program analyst must also review for hours worked and staffing patterns to ensure the appropriate ratio is maintained.
6. Review the board of directors' list (LIC 309). The licensing program analyst will check the LIS to determine if board members have any past or current associations with facilities licensed by Community Care Licensing Division. Such licensing history shall include licensee, employee, or any other association that requires a criminal record clearance. The purpose of the review is to determine if ineligible members are serving. After May 1, 1999, the licensing program analyst will verify that each board member has signed a statement attesting to an understanding of the legal duties and obligations as a board member.

8-7040 INFORMATION ON THE LIS**8-7040**

1. Obtain the facility profile sheet. Review for accuracy, and make changes as appropriate. Note any information in the "Comments" Section.

8-7040 INFORMATION ON THE LIS (Continued)**8-7040**

2. Find out whether there are other facilities under the same licensee or administrator. If so, note the other facilities. The licensing program analyst should contact the licensing program analyst(s) familiar with those other facilities before making the evaluation visit to detect any patterns of deficiencies with this licensee or administrator. One (1) individual may be the administrator for multiple group homes; however, their duties and responsibilities for each facility shall not be impaired. To verify the hours and days the administrator is onsite at each group home, the licensing program analyst shall communicate with other licensing program analyst's to: a) compare the number of hours the administrator has stated he or she will be spent at each facility on the Personnel Report; b) verify that time sheets observed during the comprehensive visit coincide with the Personnel Report.

8-7050 CHECKING WITH OTHER ORGANIZATIONS AND NEIGHBORS**8-7050**

1. To facilitate contact with placement agencies, the licensing program analyst may want to obtain a client roster from the facility. The roster includes the names and telephone number of placement workers for current placements. When the district offices have access to the Child Welfare Services Case Management System, the licensing program analyst will be able to access current placement information including the child's authorized representative and date of admission. The purpose of the contacting the placement agencies is to find out their experiences with the facility. At the district office's discretion, the licensing program analyst may conduct a pre-visit meeting with placement workers or/and plan a joint visit of the facility. If the host county does not place children in this facility, find out why.
2. Contact the regional office and request current information from the legal case tracking system regarding any pending administrative actions against the licensee in other district offices. If there is a pending administrative action against any group home operated by the licensee, confer with the attorney before conducting the facility visit. If the licensing program analyst is not aware of the assigned attorney, consult the legal case tracking system.

8-7050**CHECKING WITH OTHER ORGANIZATIONS
AND NEIGHBORS** (Continued)**8-7050**

3. If Technical Support Program services were provided to the facility contact the Technical Support Program staff who provided the services for information regarding the licensee's response to the services provided. Technical Support Program services are voluntary and consultative not enforcement.
4. Contact the Foster Care Rates analyst. Determine the current Rate Classification Level, the facility's history with Rates, and whether there is a rate appeal. Rates may have concerns about the staffing or operations that the licensing program analyst should check during the licensing program analyst's annual review. For example, if Rates has a concern about the qualifications of staff, the licensing program analyst will want to pay particular attention to verifying the staff qualifications during the annual visit. This step may be skipped if the Foster Care Rates analyst has been in contact with the licensing program analyst prior to the visit.
5. Contact the Foster Care Audits Bureau. Find out if there is an on-going audit, an audit appeal, a sustained overpayment, or a signed repayment agreement. Audits may have found something about the staffing or operations that the licensing program analyst should also check during the annual visit. In addition, the licensing program analyst may need to coordinate with the audit analyst, if there is an audit in process at the facility. This step may be skipped if the Foster Care Audits Bureau has been in contact with the licensing program analyst.
6. Contact local law enforcement to find out if there have been any problems with, or calls regarding the facility. Certain problems may indicate a need for the licensing program analyst's attention at the comprehensive visit. For example, if there are complaints from neighbors of vandalism, there may be inadequate supervision of the children at the facility. The licensing program analyst should compare any information provided by law enforcement with incident reports.
7. If the facility has a non-public school, the licensing program analyst shall request from, the licensee, a copy of the current Department of Education certificate.
8. The licensing program analyst may contact the facility's neighbors in conjunction with a police report, complaint or incident report, or if it is a problem facility.

8-7060 PREPARING THE ANNUAL VISIT PACKAGE**8-7060**

The purpose of this package is to make the comprehensive visit more effective for the licensing program analyst. It can serve to remind the licensing program analyst at the visit of items/operations to check or questions to ask, based on the facility file review and contacts with other organizations. As a part of the visit package, the licensing program analyst may include the following items:

1. Copy of Program Statement sections that discuss program, clients, and services.
2. Personnel information (notes or the LIC 500, LIS 555 and LIS information).
3. Copies of previous licensing reports.
4. Copies of waivers and exceptions.
5. Copy of the facility floor plan and grounds.
6. LIS profile.
7. Licensing program analyst notes from the facility file review and contacts with other organizations (as documented on the LIC 812).
8. Questions to ask the administrator, staff, and clients.
9. Blank extra forms, if necessary.

All confidential documents must be safeguarded. Also, after the visit, any original documents shall be placed in the facility file.

8-7070 CONDUCTING THE VISIT**8-7070**

The comprehensive group home evaluation visit is an overall assessment of the facility. The licensing program analyst is responsible for evaluating if the group home is in compliance with all licensing laws and regulations. The licensing program analyst must evaluate compliance with the program statement, submitted by the group home, upon which the licensing decision was made. The visit shall be documented and the facility cited according to the protocols outlined in Evaluator Manual Sections 3-3000 et seq. and 3-4200 et seq. The visit shall be documented on the LIC 809 and, if needed, the Detail Supportive (LIC 812). When deficiencies are cited, the licensing program analyst must be able to justify his/her findings and the course of action discussed with the licensee to ensure correction.

8-7080 BEGINNING THE VISIT**8-7080**

Community Care Licensing Division will send a letter (Attachment A) with the Notice of Facility Roster (LIS 555), providing an overview of the group home comprehensive visit. However, upon commencing the visit, the licensing program analyst must explain the scope of the new group home comprehensive visit, and answer any questions the administrator or person in charge may have.

The group home comprehensive visit requires interviewing the children in placement, facility personnel, social work staff and the administrator. It is anticipated the visit may last eight (8) or more hours. A comprehensive visit to a large or complex facility may require two (2) days to complete. The licensing program analyst may return the next day to complete the staff and client interviews.

The licensing program analyst may begin the visit by touring the facility or reviewing administrative, client and personnel files. The licensing program analyst may need to adjust the order to accommodate the facility. Interviews should be conducted after the file reviews.

The procedures specified in **Sections 8-7090 through 8-7060** are to be used as minimum guidelines. The licensing program analyst must use the procedures **in these sections** when conducting an annual visit.

8-7090 ADMINISTRATIVE RECORDS**8-7090**

Review the facility's administrative files to verify the following documentation is complete and current:

1. Facility license.
2. Child's daily activities plan (e.g., educational activities, physical, religious, and leisure activities).
3. Disaster and Mass Casualty Plan, including documentation of disaster drills every six (6) months.
4. Medication logs and destruction records.
5. Menus for previous 30-days.
6. Accounting records maintained for each child for allowances and fines.
7. Board of Directors meetings minutes for the past year, noting frequency and content.
8. Staff training schedule, training plan; review sign-in logs or individual personnel files to verify completion.

8-7090 ADMINISTRATIVE RECORDS (Continued)**8-7090**

9. Discipline policies and procedures.
10. Emergency intervention plan.
11. Transportation plan.
12. Admission/intake procedures.
13. Discharge procedures.
14. Visitation policies.
15. House rules.
16. Children's complaint procedures.
17. Neighborhood complaint procedures.
18. Personnel policies, job descriptions.
19. Client roster.
20. Board of Directors member's self certification, required for persons serving on boards of directors on or after May 1, 1999. This requirement is effective May 1, 1999.

At this time, the licensing program analyst may request any documents noted on the LIC 184 (Notification of Incomplete Application) as incomplete or missing.

8-7100 PERSONNEL FILES**8-7100****Selecting files for review**

The licensing program analyst must select the files to be reviewed. The following standard should be used when deciding how many personnel files to review:

1. When the facility is licensed for six (6) or fewer, review all personnel files.
2. When the facility is licensed for seven (7) or more, review ten (10) or 10 percent, whichever is greater.
3. Additional files may be reviewed at the licensing program analyst's discretion. For example, the licensing program analyst has not been to the facility before; the facility has a history of Type A or B deficiencies, or civil penalty assessments.

8-7100 PERSONNEL FILES (Continued)**8-7100**

The licensing program analyst may use the LIC 500 to select the files for review. Consideration should be given to new hires, contract staff (e.g. social worker under direct contact contract), staff mentioned frequently in incident reports. The licensing program analyst may focus on specific classifications, e.g. facility manager, and evening child care staff.

File Review

The facility's personnel files must be reviewed for completeness and accuracy. The licensing program analyst should use the LIC 859 (Review of Staff/Volunteer Records) to document the personnel file review, citing deficiencies when appropriate.

In-depth review of the Personnel Record

1. Verify the individuals listed on the LIS 555 are current employees. Note any changes, such as terminated staff.
2. Verify the individuals listed on the LIS 555 against LIC 500.
3. Verify the workdays and hours listed on the LIC 500 against the personnel files (time cards, time sheets, etc.).

8-7110 STAFF INTERVIEWS**8-7110**

The licensing program analyst should also interview each staff person whose personnel file was reviewed. The licensing program analyst may conduct the interview by telephone if personal contact is not possible. The purpose of the interview is to determine how knowledgeable staff are about the facility's policies, procedures and operations. Discussion questions may address the following:

1. A description of the group home's program and activities.
2. Familiarity with the fining or point system and how it works.
3. Familiarity with the needs of the children in placement.
4. Discipline, the use of emergency interventions, and staff training.
5. Work hours and responsibilities; and familiarity with licensing regulations.
6. Procedures for medication, and medication emergencies, e.g. what happens when the facility runs out of medication.
7. Responding to disruptive visitors.

8-7110 STAFF INTERVIEWS (Continued)**8-7110**

8. Responding to emergencies.
9. How information is relayed about each client.
10. House rules and if applicable, the facility's policies on dress code, smoking, chores, and homework.
11. Policies and procedures for resident searches, and drug testing.

8-7120 CLIENT FILES**8-7120****Selecting files for review**

The licensing program analyst must select the files to be reviewed. The following standard should be used when deciding how many client files to review:

1. When the facility is licensed for ten (10) or fewer, review all client files.
2. When the facility is licensed for eleven or more review ten (10) or 10 percent, whichever is greater.
3. Additional files may be reviewed at the licensing program analyst's discretion. For example, the facility has a history of incomplete client files.

Existing regulations require the facility to provide a current client roster, either the LIC 9020 or a comparable form. The licensing program analyst may randomly select the files from this list, or may select certain files for review using the following criteria:

1. Child is mentioned in numerous incident reports.
2. Child with special health care needs.
3. Child is placed out-of-county.
4. Licensing program analyst's discretion, e.g. child is pregnant, frequent AWOL's or incidents.

8-7120 CLIENT FILES (Continued)**8-7120****File review**

Using the Client/Resident Records Review (Residential) (LIC 858), the file must be checked for completeness and accuracy, citing deficiencies when appropriate.

Review of Needs and Services Plan

In addition to the overall review of the client files, the group home comprehensive visit requires an in-depth review of the child's needs and services plan. The review requires the licensing program analyst to be familiar with the group home's program statement, particularly the stated client population, services and activities, and staffing. The purpose of the review is to determine if the group home's program, can meet the needs of the child, as identified in the needs and services plan. The licensing program analyst is not evaluating the quality of services. The licensing program analyst should use the client interview to determine if the services are being provided. The needs and services plan must be reviewed for the following:

1. Is the plan current?
2. Is the plan approved by the child's authorized representative?
3. Does the plan discuss the child's needs in the areas specified in Sections 80068.2 and 84068.2?

The licensing program analyst must be familiar with the group home's program to evaluate the following:

1. Does the program statement indicate the facility will serve a child with these particular characteristics and behaviors, e.g. the program statement describes the program population as teenagers, and the child is eight years old?
2. Does the facility provide the services and activities specified in the need and services plan, e.g. the facility's program is geared towards teenage regional center clients with hearing impairments, and the child is an eight year old, physically and sexually abused ward of the court.

8-7120 CLIENT FILES (Continued)**8-7120**

3. Does the facility have qualified staff to provide the services specified in the needs and services plan, e.g. the facility contracts out for social work and mental health treatment services. The child care staff are not licensed professionals and provide basic care and supervision only.

If the needs and services plan is not complete or current, cite as appropriate. If it appears the facility does not have the program of services or staffing to meet the specific needs of the child, cite as appropriate. The licensing program analyst should also discuss the placement with the facility administrator and social work staff, if available. As stated in the post visit duties, the licensing program analyst should also contact the child's authorized representative.

Medication Log

In addition to any files reviewed, the licensing program analyst should review the medication log for all children receiving psychotropic medication. The licensing program analyst shall cite when the log is incomplete or incorrect. Additionally, the licensing program analyst must be familiar with the facility's procedures for storing, dispensing and destroying prescription and over the counter medication.

1. What happens when a child is away from the facility and requires medication during his/her absence.
2. What happens when a child refuses prescribed medication.

8-7130 CLIENT INTERVIEWS**8-7130**

Children placed in-group homes must be interviewed as part of the annual visit. The interview is the opportunity to discuss if the facility is providing the services specified in the child's needs and services plan. Every effort should be made to interview the children in the facility. When the licensing program analyst interviews the child at the facility, existing regulations require the licensee to allow private interviews. However, the licensing program analyst or the child, may request the presence of a third person. The licensee need not consent to the interviews.

The Evaluator Manual Section 3-2000 includes procedures for conducting interviews. Prior to commencing the interview, children should be apprised of their right to refuse to participate in the interview. When a child objects, the licensing program analyst shall honor this objection. The child must also be apprised of their right to have another person present during the interview. However, to ensure confidentiality, the interview should occur away from facility staff and other children.

8-7130 **CLIENT INTERVIEWS** (Continued)**8-7130**

The purpose of the interview is to elicit the child's comments regarding the program, staff and the group home's ability to meet the child's needs. Issues that may be discussed include:

1. Child's placement history, how long has the child been in the facility, is this a recurring placement?
2. Child's understanding of the group home's services and activities.
3. Child's understanding of the allowance and fining systems and how they work.
4. Child's school attendance.
5. Child's work history.
6. Child's observations about the use of discipline and the use of emergency interventions.
7. Child's observations about facility personnel, child's relationship with facility personnel.
8. Child's observations about other children in the facility, child's relationships with other children in the facility.
9. Child's opinion of the services provided, are the services being provided and the child's needs being met.

8-7140 OTHER INTERVIEWS**8-7140**

The licensing program analyst should interview the facility administrator, facility manager and social worker or clinical director, if applicable. If the administrator or social worker are not on-site, the interview may occur at a later date. The purpose of the interview is to discuss the program, and any possible placements that are not consistent with the program statement. The licensing program analyst should ask if the licensee received technical support program services. If so, ask the licensee if they benefited from these services, and made any corrections to any related deficiencies or weaknesses. The licensing program analyst should also ask the administrator and social worker to address scenarios such as:

1. How will the facility respond when a placement worker wants to make an immediate placement without providing the group home an adequate history of the child?
2. How will the facility respond when a placement worker wants to make an inappropriate placement, i.e. the facility does not have the resources to meet the child's needs?
3. How will the facility respond when the placement worker does not provide adequate information for the facility to prepare a needs and services plan?

8-7150 PHYSICAL PLANT REVIEW**8-7150**

The facility visit also includes the walkthrough to inspect the facility's buildings, grounds and overall maintenance and operation. The licensing program analyst shall conduct a complete review for compliance with all the applicable regulation sections. The following can be used as a guide, but it is not all inclusive of the regulatory requirements that need to be reviewed.

1. Telephones - Verify that there is a working telephone on the facility premises. If applicable, also review the facility's policies on telephone usage.
2. Transportation - Verify the vehicle is in operating condition; observe seat belts and child seats, if applicable.
3. Health Related Services - Verify adequacy of first aid supplies; verify storage of medication, including refrigeration.
4. Food Services - Review for adequate supply of perishable and non-perishable foods; storage; sanitary condition in food preparation areas; menus, including provisions for modified diets; cleanliness and adequacy of dishes and utensils; condition of appliances including temperature, e.g. refrigerator, freezer, and stove.

8-7150 PHYSICAL PLANT REVIEW (Continued)**8-7150**

5. Buildings and Grounds - Review for building changes/alternations; adequate fencing or approved cover for bodies of water; all areas are free from potential hazards; storage of poisons, toxic substances, other dangerous objects and firearms; adequate lighting; safety of play equipment.
6. Fixtures, Furniture, Equipment and Supplies - Review fixtures, e.g. toilets, sinks, showers/baths; solid waste disposal; inaccessibility of fireplace or heaters; appropriate water temperature; adequacy of linens; review furniture for cleanliness and adequacy; availability of basic hygiene items; adequacy of child's personal storage space; adequacy of child's clothing.
7. Water Supply - Review for a current bacteriological analysis on private water source which establishes the safety of the water, if applicable.

8-7160 OTHER REVIEW AREAS**8-7160**

To determine compliance, the licensing program analyst shall review administration files, interview facility personnel, clients or the administrator. The licensing program analyst will also review the following areas:

1. Reporting requirements: The group home shall report all reportable incidents to the Department.
2. Health related services: The group home shall have procedures for sick children, accessing emergency medical services; routine medical care; dispensing prescription and PRN medication.
3. Care and Supervision: The group home shall have adequate staffing ratios, and qualified staff.
4. Personal Rights: The group home shall not violate a child's personal rights, including the right to attend religious services; send and receive correspondence and telephone calls; be free from physical abuse, sexual abuse, verbal abuse, neglect, withholding food and water, inappropriate use of restraints, locking in buildings or rooms corporal punishment.
5. Record Keeping: The group home shall safeguard the cash resources of children in care. The licensing program analyst shall observe where cash resources are maintained. Fines shall be locked in a secure location or held in a separate bank account for the residents.

8-7160 OTHER REVIEW AREAS (Continued)**8-7160**

At the conclusion of the visit, the licensing program analyst should be able to answer the following questions:

1. What is the group home's plan for responding to assaultive children? What is the group home's plan for the use of manual restraints?
2. How are facility personnel made aware of each child's needs, as described in the needs and services plan?
3. What are the lines of communication, how is general facility information and client specific information relayed, e.g. at shift changes, and staff meetings?
4. What are the facility's procedures for prescription medication? What will staff do when the facility runs out of a child's medication, or there is a change in prescription? What procedures are in place to prevent mistakes in distribution medication and to safeguard medications? What are the facility's procedures for over the counter and bulk medications ?
5. How does the facility respond to medical emergencies?
6. What do facility personnel do when a child refuses to take medication?
7. What do facility personnel do when a child refuses to participate in the program, e.g. attend school.
8. What is the facility's policy regarding compatibility of residents ?
9. How do facility personnel respond to disruptive visitors?
10. How does the facility address neighborhood complaints?
11. What is the facility's policy for AWOLS?
12. What is the facility's emergency evacuation plan? How are staff and children made aware of the plan?
13. How does the facility respond to the religious needs of each child, services?

8-7160 OTHER REVIEW AREAS (Continued)**8-7160**

14. What does the facility do to recruit, hire, train and retain staff?
15. What did the administrator, facility manager, affected staff person and child have to say about previous complaints and incidents?
16. What is the overall physical condition of the facility? What are the facility's procedures for maintaining the facility.

Once these questions are answered to the satisfaction of the licensing program analyst, the following decisions should be made:

- Is it necessary for the licensing program analyst to discuss waivers and exceptions?
- Should the licensing program analyst discuss the facility with the licensing program supervisor?
- Should the licensee come in for an office conference ?
- Should the licensee come in for a noncompliance conference?
- Should the licensee come in for a compliance plan conference?
- Should the licensing program analyst provide information regarding the technical support program to the licensee?
- Should the facility be allowed to continue to operate?
- Should the facility be referred for a Legal consultation?
- Should the facility be referred for a Temporary Suspension Order, or referred for revocation?

8-7170 EXIT INTERVIEW**8-7170**

The licensing program analyst shall conduct the exit interview as outlined in the Evaluator Manual Section 3-4200.

8-7180 POST VISIT**8-7180****8-7190 PLAN OF CORRECTION****8-7190**

The licensing program analyst shall comply with the plan of correction protocols outlined in Evaluator Manual Section 3-3600 et seq.

The licensing program analyst's work related to a comprehensive group home visit does not end when the licensing program analyst leaves the facility. Plan of correction due dates must be entered in the Control Book. The licensing program analyst must also enter when the deficiency has been cleared.

8-7200 FOLLOW-UP**8-7200**

After the comprehensive evaluation visit is completed, the licensing program analyst shall send copies of the LIC 809 to the following:

1. Placement agencies when serious deficiencies are cited.
2. Children and Family Services Division.
3. Legal Division when the group home is pending administrative action.

The licensing program analyst may send copies of the LIC 809 to other licensing program analyst's with facilities under the same licensee.

The licensing program analyst may send copies of licensing reports to placement agencies for non-serious deficiencies; however, the licensing program analyst should send both the LIC 809 for the comprehensive visit and the proof of correction (either an LIC 9098 or LIC 809).

After the comprehensive evaluation visit is completed, the licensing program analyst should contact the following, if necessary, by telephone or in person:

1. Placement agencies, as needed, e.g. no record of visits by placement worker, facility's program statement does not support the services the child needs.
2. Foster Care Rates Bureau, as needed, e.g. the licensing program analyst cannot verify the work hours for various facility personnel.
3. Community Care Licensing Division Audit Section, as needed, e.g. potential trust audit.
4. LEGAL DIVISION, AS NEEDED, E.G. POTENTIAL OR PENDING TEMPORARY SUSPENSION ORDER OR REVOCATION.
5. Other public agencies, as needed, e.g. local planning authority or fire authority.
6. Neighbors of the facility to follow-up on neighborhood issues that surfaced at the time of the visit.

ATTACHMENT (A)**GROUP HOME ANNUAL VISIT OVERVIEW**

This is to advise you of a visit that will be made by one (1) of our licensing staff within the next 120 days. As a result of new licensing requirements in Senate Bill 933, Chapter 311, Statutes of 1998 the Department is modifying its procedures for annual reviews of group homes and other categories of community care facilities. Although the exact date of our visit to your facility will not be announced to you, we are making you aware of specific documents and information you should have available for review when we conduct our evaluation visit. The visit will include, (1) an assessment of your physical plant (buildings and grounds, furniture and fixtures, etc.), (2) a review of all required records and (3) interviews with licensees, staff and children. Your ability to provide the necessary documents and information will minimize the possibility that your facility will be cited for deficiencies.

1. RECORD REVIEW

The records you should have available for review fall into three (3) separate categories, those related to the children in your care, those related to the facility, the licensee or the staff and other general records. The kinds of records we will be looking for include, but are not limited to the following:

CLIENT/RESIDENT RECORDS

Admission Agreement	Medical Assessment	Medications
Cash & other Resources	Immunization Record	Needs & Services Plan
Individual Health Care Plan for Special Health Care Needs Children		
Client Roster		

ATTACHMENT (A)
(Continued)

STAFF/VOLUNTEER RECORDS

Criminal Record Statement	TB Test Results	First Aid Certificates
Education Verification	Health Screening Report	Training Certificates
Special medical Training Certificates (If Needed)		

OTHER RECORDS

House Rules	Personnel Policies	Menus
Personnel Roster	Board minutes (past year)	

2. INSPECTION OF PHYSICAL PLANT AND GROUNDS

The facility must meet the requirements in Regulation Sections 80075, 80076, 80086, 80087, 80088, 84076, 84087, 84087.1, 84087.2, 84087.3, 84088, & 84088.3 related to physical plant and grounds. These regulations cover the requirements for food service, buildings and grounds, fixtures, furniture, equipment, supplies, outdoor activity space and equipment. You may find it helpful to review the following areas.

1. Is the facility clean, safe, sanitary and in good repair?
2. Is there a pool with an approved fence or pool cover?
3. Is there a safe outdoor activity space?
4. Is recreational equipment age appropriate, and maintained in a safe condition free of sharp, loose or pointed parts?
5. Do I have adequate supplies of healthful food for meals and snacks, and do I have menus available that reflect three (3) healthy meals a day?

2. INSPECTION OF PHYSICAL PLANT AND GROUNDS
(Continued)

6. Does the facility have working smoke detectors and a fire clearance?
7. Are dangerous and hazardous materials properly stored and secured?
8. Are medicines properly stored and secured?
9. Is the hot water temperature between 105 degrees and 120 degrees?
10. Are there an adequate number of bedrooms, beds and furniture based on the facility capacity?
11. If there is a signal system, is it in good working order?

3. INTERVIEWS WITH LICENSEES, STAFF AND CHILDREN

Some regulatory requirements cannot be assessed by record reviews and/or physical inspection. Consequently, the last part of the review will consist of interviews with facility administrators, staff, and children in placement. The purpose of the last part of the review will be to assess compliance with such requirements as the needs and services plans of children in placement, appropriate follow up on incident reports, providing necessary transportation, application of discipline policies, and provision of personal rights.

This will be the only notice you will receive regarding our plans to conduct an onsite visit and review of your compliance with the community care licensing group home regulations. If you have any questions, contact your licensing program analyst.